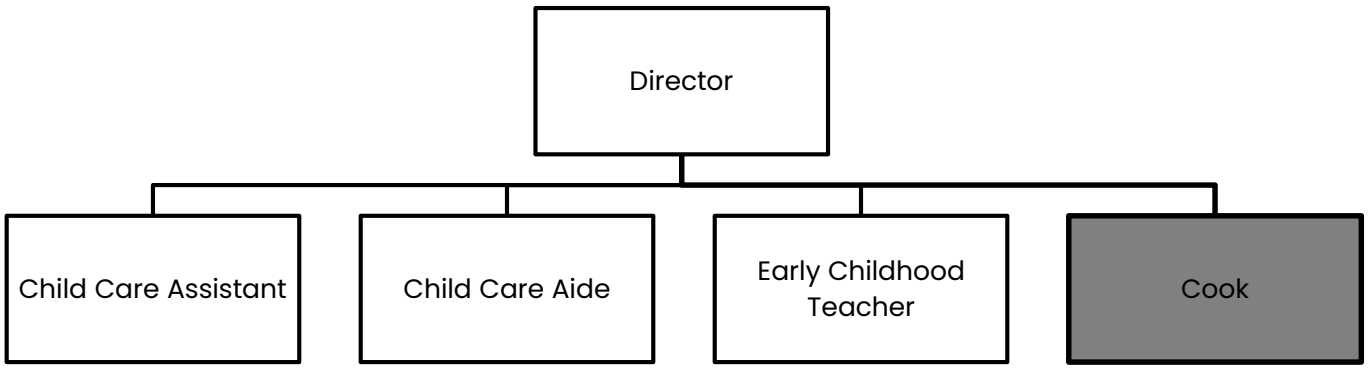
Position Description

Position Title:	Child Care Centre Cook
Grade:	Grade B Grade D
Department:	Children's Services
Date:	January 2023

Position Purpose
To provide food and drink for a range of children that promotes cultural diversity and sound nutritional values for families.

Department Structure



Key Result Areas
1. Menu Planning **Major Tasks** • Plan and record nutritionally sound menus in advance recognising individual needs of children • Ensure the menu reflects the diversity of all Australian communities • Planned menus will be clearly displayed within the centre
2. Food purchasing and placing orders **Major Tasks** • Food will be efficiently purchased with consideration to quality as well as price • Orders will be place in a timely fashion to ensure delivery at an appropriate time • Storage of foods will be immediate to ensure no wastage occurs • Council and centre policies will be adhered to at all times • All purchases must be within budgetary guidelines and constraints
3. Preparing and serving meals **Major Tasks** • Preparation of meals will be on time and reflect hygiene standards set down in legislative requirements • Preparation will provide opportunities for children and staff to develop an understanding of the origin and value of foods • All meals swill be served in such a way that children are motivated to participate in the event • All meals will represent and be appropriate for the intended age group
4. Cleaning and maintaining own work area **Major Tasks** • All equipment and kitchen environment will be thoroughly cleaned after every use • Work areas will be kept clean during meal preparation to meet hygiene and WH&S standards
5. Customer Service **Major Tasks** • Provide effective service to Council customers, internal and the community • Accurately identify the needs of customers and take appropriate action to satisfy customer needs • Present a positive image of Council

Key Result Areas

6. Corporate governance and effective work practices

Major Tasks

- Carry out work inline with relevant legislative and statutory requirements and /or industry codes, practices and standards
- Adhere to Council's Code of Conduct, Values and relevant policies and procedures
- Take responsibility for and manage own work and contribute to a productive work environment
- Accept and contribute to workplace change
- Undertake workplace tasks as directed
- Work cooperatively with others and use positive communication techniques
- Resolve workplace conflict in line with council policy
- Undertake recordkeeping activities in accordance with Council's Records Management business rules, procedures, policies and State Records Legislation

Individuals with NO staff reporting to them

7. Work Health and Safety (WHS)

Major Actions

- Attend training as required
- Perform work in accordance with WHS policies and procedures
- Participate in consultative processes for the management of WHS

Qualifications, Experience and Specialist Skills & Knowledge

Essential

- Training in nutrition, menu planning and hygiene or a Certificate III in Hospitality (Catering Operations), Home Economics or equivalent
- Relevant experience and proven skills in food preparation and budgeting
- Demonstrated communication and teamwork skills
- A current First Aid Certificate
- Commitment to support the effective inclusion of children with disabilities and additional needs
- An understanding of the nutritional needs of children
- Experience cooking in a children's service

PENRITH CITY COUNCIL CAPABILITY FRAMEWORK

Our Capability Framework provides a set of 25 capabilities, expressed as behaviours, which set out clear expectations about performance and articulates what 'good' looks like in our organisation. The capabilities are underpinned by our core values and are grouped into 5 clusters: 'Leading Best Self,' 'Leading Human Connection,' 'Leading Optimal Results,' 'Leading People Authentically' and 'Leading Strategic Direction.' The capabilities act like building blocks and increase in complexity from the bottom to the top, as well as from left to right, across the framework. The capabilities are shaded according to the expectation for the role, being 'Core', 'Growth', 'Assumed' or 'Not in Scope' capabilities. The cumulative nature of the capabilities under each cluster, means an employee should be able to demonstrate the behaviours required of each capability, up to and including the capability deemed 'Core' for their role.

CHILD CARE COOK CAPABILITY MAPPING

LEADING BEST SELF	LEADING HUMAN CONNECTION	LEADING OPTIMAL RESULTS	LEADING PEOPLE AUTHENTICALLY	LEADING STRATEGIC DIRECTION
INNOVATING Creative thinker that finds and implements new ways of doing things	**INFLUENCING** Can think on their feet and persuade a group of individuals towards their ideas and thinking	**LEADING PROJECTS AND CHANGE** Leads projects and change initiatives, demonstrating the 'art' and 'science' of project and change management	**LEADING ORGANISATIONAL CULTURE** Emanates inspirational and authentic leadership, walking the talk, creating a culture of trust and leading through ambiguity	**CREATING ORGANISATIONAL VISON AND STRATEGY** Creates a compelling vision and strategy to meet the needs of the community both now and into the future
EMBRACING CHANGE Open to change, takes on a positive outlook and adapts well to new ways of doing things	**FACILITATING DISCUSSION** Confident in presenting ideas to a group, facilitating discussion and managing group dynamics	**WORKING COLLABORATIVELY** Actively networks, builds relationships and works with others cross-functionally and/or with a broad range of stakeholders, to drive stronger results	**FOSTERING TEAM EFFECTIVENESS** Builds a supportive and collaborative team environment, fosters team spirit and trust	**DEMOSTRATING BUSINESS ACUMEN AND PLANNING** Understands business principles and financial implications and uses this to optimise business performance and inform strategic planning
MAINTAINING COMPOSURE Stays calm under pressure and practices self-care to manage stress	**DELIVERING THE 'CUSOMER PROMISE'** Dedicated to serving the customer needs, both internal and external, and other stakeholders	**CONTINUOUSLY IMPROVING** Committed to improving the quality, efficiency and effectiveness of work processes and projects	**LEADING WITH COURAGE** Confident in having difficult conversations and is able to provide constructive feedback whilst maintaining the relationship	**DECISION MAKING** Makes decisions which are strategic and likely to have long-term impacts
DEVELOPING SELF Committed to self-improvement, welcomes feedback, seeks learning opportunities and is self-aware	**WORKING TOGETHER** Team player who helps and cooperates with others	**PROBLEM SOLVING** Uses sound judgement and logic to solve day-to-day problems	**LEADING A TEAM** Leads a team to perform by delegating effectively, setting clear expectations and providing feedback on performance and behaviour	**MANAGING RESOURCES** Effectively manages budgets, time, costs and other resources
TAKING ACCOUNTABILITY Reliably contributes, follows policies and procedures, upholds organisational values and keeps promises	**COMMUNICATING** Effective communicator (verbal and written) including the use of appropriate body language	**PLANNING AND ORGANISING** Prioritises tasks and works in an organised way to get things done effectively	**MENTORING OTHERS** Mentors others to help them learn and develop	**ANALYSING AND INTERPRETING** Uses analytical thinking to critically evaluate information and data in order to provide meaningful insights

KEY:	ASSUMED CAPABILITY	CORE CAPABILITY	GROWTH CAPABILITY	NOT IN SCOPE

PENRITH
CITY COUNCIL

CAPABILITY FRAMEWORK – BEHAVIOURAL DESCRIPTORS
Each capability has a set of 'Behavioural Descriptors' which describes the types of behaviours (the 'how') linked to each capability. The table below outlines the day to day 'behavioural expectations' of the 'Core' and 'Growth' capabilities of a proficient employee in the role. It also details the 'Enhancing Behaviours' to articulate what 'going the extra mile' or 'above and beyond' looks like. The list of 'Behavioural Descriptors' are not intended to be exhaustive, rather they are provided as examples of the types of behaviours expected, to help bring the capability to life.

CAPABILITY	BEHAVIOURAL EXPECTATIONS	ENHANCING BEHAVIOURS
MAINTAINING COMPOSURE Stays calm under pressure and practices self-care to manage stress LEADING **BEST SELF**	• Can handle stressful situations calmly • Stays focused on the issues at hand • Does not allow anger, frustration or anxiety to get the better of them • Does not allow emotion to cloud their judgement • Actively listens and responds appropriately • Seeks support and takes time out when necessary • Does not take things personally • Maintains a positive attitude to neutralise disruption • Includes self-care practices in their day-to-day routine	• Calming influence on others • Reliable and can be counted on in tough times • Shows appropriate vulnerability • Demonstrates emotional intelligence • Solution driven and looks for ways to keep moving forward • Speaks with conviction and confidence • Is in tune with their emotional and mental reserves and finds balance to alleviate stress
EMBRACING CHANGE Open to change, takes on a positive outlook and adapts well to new ways of doing things LEADING **BEST SELF**	• Shows openness • Willing to try a new approach • Copes with ambiguity • Easily transitions to the new and different • Supports change initiatives • Open to hearing diverse points of view • Focuses on and shares the benefits • Maintains a positive outlook • Enthusiastic and excited by new ideas	• Learns new things quickly • Resilient and persists when faced with challenges and setbacks • Shifts gears and pivots easily • Acts as a change advocate • Willing to be the only champion for an idea or position • Will stand up and be counted • Challenges constructively but then supports change, even if they do not totally agree • Actively supports and shows empathy towards people who are struggling with the change

WORKING TOGETHER Team player who helps and cooperates with others LEADING **HUMAN CONNECTION**	• Is open and relates well to others • Respects diversity and is inclusive • Shows genuine care and concern for others • Co-operates and is flexible • Readily shares ideas • Shares the load and the credit • Treats others as equal partners • Has their team members' backs	• Assumes positive intent in others • Puts team goals ahead of individual goals • Gets onboard with team decisions, even if they initially disagreed • Candid and solves problems with peers discreetly • Prioritises human connection and relationships • Creates diverse opportunities to connect with others • Leverages technology to bring people together • Creates a culture of belonging
DELIVERING THE 'CUSTOMER PROMISE' Dedicated to serving the customer needs, both internal and external, and other stakeholders LEADING **HUMAN CONNECTION**	• Greets promptly, reaches out to help and gives full attention • Presents a positive image of Council • Builds rapport and respectful relationships • Polite, friendly, smiles and uses the customer's name (when available) • Uses appropriate body language • Actively listens, shows empathy and uses effective questioning • Acts promptly in routine situations and agrees on a clear course of action in non-routine situations • Takes ownership of a problem and customises the best solution • Understands that anyone who contacts you is a customer • Puts the customer at the centre – both internal and external customers • Keeps things simple and shares quality information • Is professional and calm when dealing with difficult customers • Hears the customer out, empathising, apologising and taking personal responsibility for the resolution of the customer's problems/issues	• Establishes a strong personal brand with key stakeholders • Builds customer loyalty and 'promoters' • Learns and uses a customer's name (even when not readily available) • Takes opportunities to exceed customer expectations without making unreasonable commitments • Monitors and evaluates customer concerns, issues, and satisfaction • Gets first-hand customer exposure and uses it for improvements • Involves the customer in decisions that impact them (when appropriate) • Promptly de-escalates upset customers • Uses effective conflict resolution skills

FACILITATING DISCUSSION Confident in presenting ideas to a group, facilitating discussion and managing group dynamics LEADING **HUMAN CONNECTION**	• Confident leading a group discussion or presenting • Commands attention and keeps the group focused on the agenda • Creates opportunities to include all members of the group • Engages the group with analogies, humour, confidence, eye contact, hand gestures, body language, voice inflection etc. at the appropriate times • Adjusts for different learning styles • Draws questions and input from the audience • Can change tack when something isn't working • Leverages presentation technology to engage and encourage participation	• Incites the best from others in order to generate meaningful dialogue • Responsive to and in control of group dynamics • Demonstrates emotional intelligence • Able to deliver a difficult message while maintaining relationships • Calmly deals with hecklers • Leads impactful group activities • Innovative delivery of key messages • Gets the group thinking with effective questions • Handles a range of questions well • Acts quickly when problems arise
PROBLEM SOLVING Uses sound judgement and logic to solve day-to-day problems LEADING **OPTIMAL RESULTS**	• Ask questions to better understand and pinpoint the problem • Gives an honest assessment • Breaks down issues • Seeks different views and perspectives • Generates workable solutions in a timely manner • Escalates more complex problems to the right people, at the right time • Uses effective and logical decision making skills to plan, organise and navigate day-to-day problems • Sets clear goals and plans out how to execute them based on logic	• Addresses underlying issues and finds the best possible course of action • Anticipates problems and addresses them before they become major issues • Evaluates each option on its merits, risks and issues • Conducts analysis to understand the root cause of the problem • Looks beyond the obvious and doesn't stop at the first answer • Applies innovative problem solving • Sees problems as opportunities • Demonstrates experience and seen as the 'go-to' person for successful troubleshooting
CONTINUOUSLY IMPROVING Committed to improving the quality, efficiency and effectiveness of work processes and projects LEADING **OPTIMAL RESULTS**	• Strives towards best practice • Committed to continuous improvement • Spots opportunities to do things differently • Uses technology to generate efficiencies • Seeks expert opinions and advice • Uses business data and trends to inform improvements • Focused on results and desired outcomes • Values diversity – leveraging on individual/ personal and professional differences to come up with creative solutions	• Sets a high standard for quality • Driven by excellence • Re-engineers processes to optimise them • Creates opportunities for others to contribute to discussion and debate • Creates a safe learning environment and encourages experimentation • Finds innovative ways to measure, review and implement improvements • Values and engages people with cognitive diversity to foster creative problem solving and innovation

MENTORING OTHERS Mentors others to help them learn and develop LEADING **PEOPLE AUTHENTICALLY**	• Generous with their time and energy when mentoring others • Invests time and resources in people development • Shows people how to do things by role modelling the behaviours themselves • Gives advice (if asked) that adds value • Good listener who refrains from jumping in with advice too quickly • Facilitates solving difficult problems • Sets clear boundaries around the mentoring relationship • Supports others development • Fosters others strengths • Helps others set goals for themselves and supports their goal achievement	• Can spot individuals with high potential and provides appropriate support • Inspires others • Asks questions that challenge the individual's thinking • Empowers others to experiment and learn through making mistakes • Gives insightful feedback (where appropriate) that helps others elevate their performance • Aware of the career goals of those they mentor/coach/lead • Encourages diversity of thought • Able to leverage networks and resources to assist in setting others on a path to success
ANALYSING AND INTERPRETING Uses analytical thinking to critically evaluate information and data in order to provide meaningful insights LEADING **STRATEGIC DIRECTION**	• Researches and integrates information from a variety of sources • Uses best practice methodologies • Able to think analytically • Considers information from multiple angles • Conscientiously focuses on getting details right when it matters most • Reports accurate and reliable data or information	• Critically evaluates information and data and remains objective • Identifies patterns, trends, associations and cause-effect relationships • Draws logical conclusions based on the data • Provides insights that add value to the business • Reports findings in a meaningful way to help inform strategic direction • Makes appropriate recommendations based on the available evidence
MANAGING RESOURCES Effectively manages budgets, time, costs and other resources LEADING **STRATEGIC DIRECTION**	• Resourceful use of budgeted funds, human resources, time, and other resources • Accurately estimates costs and allows for contingency costs • Assesses relative cost benefits of various purchasing options • Assesses quotes and tenders objectively • Tracks all income and expenditure and complies with budgetary constraints • Follows procurement processes • Follows compliance obligations around resources and record keeping	• Assesses and mitigates financial risks • Uses resources effectively and efficiently • Builds a strong business case for use of, or request for resources • Ensures that resources are aligned to strategic goals by integrating strategy, planning and delivery • Aligns resources to changes in the market, with a future forward lens • Ensures projects and initiatives are on track, on time, and on budget, to deliver on prioritised and strategic initiatives

DECISION MAKING Makes decisions which are strategic and likely to have long-term impacts LEADING **STRATEGIC DIRECTION**	• Makes timely decisions in alignment with strategy • Recognises potential issues or opportunities that require action • Generates relevant and workable options • Formulates clear decision criteria and evaluates options logically and insightfully • Evaluates financial considerations, risks, priorities, and regulatory constraints • Is composed and makes objective and rational decisions based on merit • Involves others in longer term/larger scale/higher impact decisions, to gain buy-in, where appropriate • Aware of delegations and acts within authority levels	• Strong intuition and willingness to trust their own judgement • Can decide and act without having the total picture • Has courage to make tough decisions when required and shares their 'why' • Generates innovative options • Uses a mixture of analysis, wisdom, experience, and judgment, when making decisions • Recognises and manages any bias in decision making